



DEPARTMENT OF THE NAVY

NAVY RECRUITING DISTRICT NEW YORK
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GARDEN CITY, NY 11530-4858

NAVCRUITDISTNYINST 1750.1Q

011

3 May 13

NAVCRUITDISTNY INSTRUCTION 1750.1Q

Subj: COMMAND OMBUDSMAN PROGRAM

Ref: (a) OPNAVINST 1750.1G
(b) COMNAVCRUITCOMINST 1754.1F
(c) Navy Family Ombudsman Manual NAVPERS 15571A

Encl: (1) Ombudsman Information and Referral Sheet NAVCRUIT
1754/1

1. Purpose. To revise policy and procedures for the Ombudsman Program within Navy Recruiting District, New York.
2. Cancellation. NAVCRUITDISTNYINST 1750.1P
3. Background. Detailed information on the Navy Family Ombudsman Program is available in references (a) through (c).
4. Discussion. The wide geographic dispersion of this Command's personnel requires overt efforts to reinforce that the Navy, as a family, historically takes care of its own. The morale and job performance of Navy recruiting personnel is directly related to the health, welfare and morale of their families. Recruiter quality of life is critical to the ability of Navy Recruiting District New York to meet its mission. As official representatives for Navy recruiting families and for single Sailors, the Ombudsmen play key roles in sustaining open communication between the Navy, the Recruiters and their families. Enhanced communication significantly improves the Command's ability to assist the Sailor/family with issues before they develop into problems.
5. Organization. The Commanding Officer shall appoint an Ombudsman and an Assistant Ombudsman for NRD New York. The assistant will be optioned based on availability of volunteer personnel suitable for the position.
6. Duties. The following functions describe the primary responsibilities of the respective Ombudsman positions:

a. Family Ombudsman for NRD New York

(1) Act as a direct communication link between families and the Command.

(2) Attend required training.

(3) Coordinate the distribution of information.

(4) Liaise with the Command Master Chief to obtain administrative support such as manuals, command roster, budget, equipment and other items/materials needed to execute an effective program.

(5) Assist with the Command's Sponsor Program. Make personal phone contact with new spouses or single members upon receipt of enclosure (1), which is forwarded to the Ombudsman from Command Master Chief. When unable to call, send a personal letter or email. Follow-up contact should be made to the spouse/single member within two weeks of their arrival in the area.

(6) Coordinate an Ombudsman Welcome Aboard and Orientation Program which is a portion of the Command Sponsor Program/Command Indoctrination Program.

(7) Provide input to be included in the district newsletter to the Public Affairs Office.

(8) Identify and acquire tools for program support, i.e., cell phone, email/facebook accounts and business cards.

(9) Liaison with the Command Master Chief to provide input to all-hands activities and training for spouses.

(10) Via the CMC, ensure a District Ombudsman Directory is provided to the Area Ombudsman for submission to COMNAVCRUITCOM.

(11) Via the CMC, establish "OMBUDSMAN Registry" accounts and liaise with area coordinator Fleet and Family Support Center (Earle).

(12) Develop/maintain a pass down log of local telephone numbers, addresses, email addresses and points of contact for agencies which provide assistance within the district.

b. Transportation and Travel Ombudsman may be authorized use of government vehicles as a driver or passenger in accordance with Section 10 U.S.C., Chapter 81, Section 1588.

(1) As drivers, Ombudsman must have in their possession the official Ombudsman Letter of Appointment and a valid state driver's license. Ombudsman are required to comply with the same NRD instructions regarding the use of government vehicles as other NRD personnel.

(2) As a driver or passenger, Invitational Travel Orders (ITOs) are not required for local travel within the commuting area of NRD New York or for trips outside of the area when completed on the same day (no overnight involved).

(3) Ombudsman may be authorized overnight temporary additional duty trips outside of the area. If authorized use of Privately Owned Vehicle, the Ombudsman is entitled to mileage and per diem. When travel is furnished by the government, the Ombudsman is entitled to per diem only. In either case, an ITO is required.

(4) To receive reimbursement for authorized expenses, the Ombudsman must maintain accurate records of mileage, telephone bills and other approved expenses.

c. Term of Office Ombudsman shall be appointed for the term of the current Commanding Officer and are subject to renewal. Trial periods will be six months for newly appointed Ombudsman and three months for experienced Ombudsman. At the conclusion of their term of office, Ombudsman will turn in all manuals, references, credit cards, instructions, supplies and other materials to their successor or to the Command Master Chief.

d. Ombudsman Recognition The Command will use every opportunity to recognize their Ombudsman. Reference (a) establishes 14 September as Ombudsman Appreciation Day.

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The district will conduct an appropriate ceremony/recognition on that day or the preceding Friday when the 14th is on a weekend.

e. Action The following actions/policies are prescribed:

(1) The Commanding Officer shall provide all Ombudsman with a letter of appointment; a CNRC installation directory; command roster (recall/social) with spouse name, address and telephone number; and a copy of references (a) and (b). Additionally, the Enlisted Recruiting Manual (COMNAVCRUITCOMINST 1130.8 Series) and Standard Operating Procedures Manual for COMNAVCRUITCOM Field Activities (COMNAVCRUITCOMINST 5400.2 Series) define common recruiting terms and are helpful for new Ombudsman to consult. These should be made available to the Ombudsman to review.

(2) The Command will include in their Sponsor Program the name, address and telephone number of the Ombudsman.

(3) The Commanding Officer or Command Master Chief will meet at least quarterly with the Family Ombudsman, and should encourage the Ombudsman to meet with the Command Master Chief at any time regarding any problems requiring immediate attention.


C. M. YOUNG

OMBUDSMAN INFORMATION AND REFERRAL

PRIVACY ACT STATEMENT

AUTHORITY AND PURPOSE: 5 U.S.C. 301, Departmental Regulations; and E.O. 9397 (SSN).

PRINCIPLE PURPOSE: Provided information is used to assist officials and employees of the Navy in the management, supervision and administration of Navy personnel (officer and enlisted) and the operations of related personnel affairs and functions.

ROUTINE USES: To obtain background information provided by the applicant to ensure that the command OMBUDSMAN is notified and able to assist with your dependents change of duty station adjustment.

DISCLOSURE: Disclosure is voluntary; however, failure to provide the requested information as well as the social security number will result in a lack of information provided to the Command OMBUDSMAN and hamper their ability to assist your dependents.

The Ombudsman Program is designed to assist you and your family when transferring to a new duty station. Even though you may have filled out a sponsor information sheet, this information will be forwarded directly to the Ombudsman at your gaining command and will assist you with your move. Please complete this form and return it to instructor. Additionally, the Ombudsman is available to provide assistance while attending school.

1. Member (Name/Rank):

2. Ultimate Assignment:

NAVCRUITREG:

NAVCRUITDIST:

NAVCRUITSTA:

3. Est. Date Arrival at Duty Station:

4. Name of Spouse:

5. Spouse's Current Mailing Address:

6. Email Address:

7. Phone Number:

8. Single Parent: YES ☐ NO ☐

9. Number/Age of Children:

10. Are Children traveling in route with you? YES ☐ NO ☐

11. Children's mailing address if different from yours of spouse's:

12. Special Needs:

13. Name of Assigned Sponsor:

14. Date: